

WaterWatch

Utilities Customer Service Division: 703-248-5071 (TTY 711)

Web: www.fallschurchva.gov

E-Mail: water@fallschurchva.gov

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Automatic Meter Reading Project Resumes

The City of Falls Church Automated Meter Reading (AMR) project is in full force. This is an exciting project that will greatly enhance meter reading capabilities by enabling technicians to read meters remotely, resulting in more efficient billing. Once installations are complete, meter readers will no longer need to access your property to read a meter. Instead, meters will be read using a drive-by device. All readings are secure and only the meter reading and meter number are transmitted.

Through a competitive bid process, the City contracted USI Services, Inc. to install the new meters. Their project team will work closely with City staff to ensure quality control and the seamless integration of our new AMR system.

It takes approximately 10 minutes to change your meter. On the day your meter is changed, USI will knock on your door to leave you with a door tag that contains information about your meter change. If you are not at home when they arrive, they will leave the tag on your door. Their team of installers will have both a USI ID badge and a City of Falls Church Contractor ID badge; vehicles will be clearly marked with the USI company name. Work will be conducted between 8 a.m. and 4:30 p.m., Monday through Friday except holidays.

Please follow the directions on the tag before using water in your home. This includes running the cold water faucet in the bath tub at the highest elevation in your home until the water runs clear. When the meter is changed, air can enter the lines and your water may appear discolored due to tiny air bubbles. This is NOT harmful. Once the water runs clear, you may use water in the rest of your home.

The project is expected to take approximately 9-12 months to complete. Meters will be changed in route order by billing cycle. You will continue to receive your bills quarterly. The first bill you receive after your meter change will contain the total consumption information from the old meter and the new meter. You will see the water used on the old meter, water used on the new meter, and total water used. Since we bill in 1,000 gallon increments, if you have not used 1,000 gallons on the new meter, it will show a "0" in the usage column and your total consumption will be from your old meter.

As water meters age, the registration declines and consumption is not 100 percent accurate. All water flowing through the meter is not recorded. If the old meter had been in service for many years, it is normal to see an increase in your consumption after your meter is changed. This is due to a more accurate measurement of water flowing through the new meter.

Please direct questions to the Utilities Customer Service Division at 703-248-5071 (TTY 711) between 8 a.m. and 5 p.m., Monday through Friday. If you experience difficulties outside of normal office hours, please call the City of Falls Church emergency line at 703-248-5044 (TTY 711).

Remember...

- **The 2007 Annual Water Quality Report** will mail to all customers by June 30.
- **If you have an underground irrigation system**, please remember to keep it maintained. Due to severe temperatures this past winter, it is not unusual for lines to break. The irrigation system is the responsibility of the homeowner to maintain.
- **If your meter box is covered with mulch, plantings, overgrown bushes**, etc., please make it accessible for us. We must have access to your meter box at all times in case an emergency shut-off is necessary.
- **If you are moving soon**, please notify the Customer Service Division at 703-248-5071 (TTY 711) at least three business days prior to your moving date so that we can schedule your final reading.
- **All City of Falls Church Meter Readers and Technicians are easily identifiable** in their City of Falls Church shirt. City ID badges are also worn at all times.



Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100

Falls Church, VA 22046

Office Hours: Monday - Friday, 8 a.m. - 5 p.m.

Representatives are available from 8 a.m. - 5 p.m.
Monday - Friday.

Main number: 703-248-5071 (TTY 711)

After Hours Emergencies:

Chain Bridge Pumping Station

703-248-5044 (TTY 711)

703-248-5214 fax

Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 37027

Baltimore, MD 21297-3027

On the Web

www.fallschurchva.gov

E-Mail: water@fallschurchva.gov

(continued on reverse)

City of Falls Church Water Rates Remain Steady

City of Falls Church Water Rate - Unchanged	City of Falls Church Sewer Rate - Unchanged	Fairfax County Sewer Rate - Increased
Water rates for all customers serviced by the City of Falls Church will remain unchanged for the period of July 1, 2007 through June 30, 2008. Rates will remain at \$3.03/1,000 gallons.	Sewer rates for residents of the City of Falls Church will also remain unchanged for the period of July 1, 2007 through June 30, 2008. The rate remains at \$5.91/1,000 gallons.	Fairfax County has notified us that customers in Fairfax County will see a sewer rate increase from \$3.50/1,000 gallons to \$3.74/1,000 gallons effective July 1, 2007.

Annual Water System Maintenance Complete

The City of Falls Church water utility recently completed annual maintenance of the City's entire water distribution system. From April 7-May 7, City crews flushed the distribution system in order to keep water mains clean and free from harmful bacteria. During this time, Washington Aqueduct water treatment plants temporarily switched the secondary disinfectant from chloramine (chlorine combined with ammonia) to free chlorine (chlorine in an uncombined state) to facilitate the process. The flushing program removes sediment from the system's 491 miles of water mains and provides routine maintenance to more than 3,500 fire hydrants in the City's water service area.

Water Bill Payments Now Accepted in Treasurer's Office

City of Falls Church water customers who prefer to pay their bills in person should now pay them in the Treasurer's Office instead of the Utilities Customer Service Division office. The move comes as part of an effort to process payments from one central office in City Hall, improving service to customers. All water utility customer service concerns and questions will still be handled by the Utilities Customer Service Division.

The Treasurer's Office is open from 8 a.m.-5 p.m. Monday through Friday. The Office is located in room 103 on the East Wing of City Hall (300 Park Ave., Falls Church).

After hours payments should be left in the drop box located in the Police Department at City Hall.

Please remember to always include your five-digit account number on payments. If you have questions about your bill, please call the Utilities Customer Service Division at 703-248-5071 (TTY 711) or visit their office in room 100 on the East Wing of City Hall.

Policy of Non-Discrimination on the Basis of Disability

The City of Falls Church does not discriminate on the basis of disability in its employment practices or in the admission to, access to, or operations of its services, programs, or activities. Letha Flippin, 300 Park Avenue, Falls Church, Virginia 22046 has been designated to coordinate compliance with the ADA non-discrimination requirement.

Having a Problem? Let Us Know

Please report all problems to a Customer Service representative by calling 703-248-5071 (TTY 711) between 8 a.m. and 5 p.m., Monday through Friday. Our goal is to provide you with the best service at all times. If your problem is not resolved, please ask to speak to the Customer Service Director.

Mailing Correspondence

When mailing your payment in the envelope provided, please do not include correspondence in that envelope. Your payment is sent to a PO Box for our Lockbox Payment Processing Center and the correspondence is not forwarded to our office.

When writing to us, please mail your letter to the following address:

City of Falls Church
Utilities Customer Service Division
300 Park Avenue
Falls Church, VA 22046

Suspect Water Theft?

If you suspect that someone is tampering with a water meter or fire hydrant meter, please call the City of Falls Church Utilities Customer Service Division at 703-248-5071 (TTY 711) to report the incident.

Use Water Wisely!

Brush With the Water Off

In partnership with the Washington Metropolitan Council of Governments and the region's water suppliers, we encourage you to help the region conserve water through a variety of ways.

Water-Saving Tip #54 – Turn off the water while you brush your teeth and save 4 gallons a minute. That's 200 gallons a week for a family of four. For more water saving tips, visit www.wateruseitwisely.com.

